
Advanced

**ETSC Dispatcher Training Fund
Approved In-Service Training Courses**

Title	Hours	Coordinator	Coordinator Phone
Agency	Course No.	Contact	Contact Phone
9-1-1 Liability	8	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200105	Lucille Canary, Account Executive	(203) 245-8911
Basic Telecommunication Seminar	40	JoAnne Hollmann	(920) 731-8961
Pro Telcomm, Inc.	PTCI200304	same	
Basic Telecommunicator Course	40	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	APCO200201	Ann Russo	(386) 944-2482
Community CPR/First Aid - Red Cross	8	Ms. Shawn Grabinski	(231) 722-3524
Muskegon Central Dispatch	CDM200201	same	
Continuing Dispatch Education	8	Jon Stones	(801) 363-9127
National Academies of Emergency Dispatch (NAED)	NAED200304	Jon Stones	(801) 363-9127
Domestic Violence Intervention	8	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200102	Lucille Canary, Account Executive	(203) 245-8911
Emergency Fire Dispatch (EFD)	24	Virginia Maynard	(800) 960-6236
National Academies of Emergency Dispatch (NAED)	NAED200301	Jon Stones	(801) 363-9127

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Title	Hours	Coordinator	Coordinator Phone
Agency	Course No.	Contact	Contact Phone
Emergency Medical Dispatch	32	Ms. Kathy Schatel	(386) 322-2500
APCO Institute, Inc.	APCO200203	"To be submitted locally"	
Emergency Medical Dispatch	24	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200106	Lucille Canary, Account Executive	(203) 245-8911
Emergency Medical Dispatch (EMD)	16	Virginia Maynard	(800) 960-6236
National Academies of Emergency Dispatch (NAED)	NAED200305	Jon Stones	(801) 363-9127
Emergency Midical Dispatch, 5th Edition	32		(386) 322-2500
APCO Institute, Inc.	APCO200306		
Emergency Midical Dispatch, 5th Edition Bridge	4		(386) 322-2500
APCO Institute, Inc.	APCO200305		
Emergency Police Dispatch (EPD)	24	Virginia Maynard	(800) 960-6236
National Academies of Emergency Dispatch (NAED)	NAED200302	Jon Stones	(801) 363-9127
Fire Communications	16	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	APCO200204	Ann Russo	(386) 944-2482

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Fire Service Dispatch	24	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200107	Lucille Canary, Account Executive	(203) 245-8911
Handling Critical Calls Effectively	16	JoAnne Hollmann	(920) 731-8961
Pro Telcomm, Inc.	PTCI200305	same	
Handling Emotions in the Workplace	7	Matt Hoff	(800) 767-7545
Isabella County Central Dispatch	ICS200301	Bonnie Morton	(989) 773-1000
Hazardous Materials Preparedness	8	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200108	Lucille Canary, Account Executive	(203) 245-8911
Hostage Negotiations	8	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200109	Lucille Canary, Account Executive	(203) 245-8911
Law Enforcement Dispatch	24	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200104	Lucille Canary, Account Executive	(203) 245-8911
Making Choices/Being in Control	8	JoAnne Hollmann	(920) 731-8961
Pro Telcomm, Inc.	PTCI200306	same	

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Michigan Telecommunicator Basic Training	40	Jill Gallihugh	(989) 686-9108
Delta College Criminal Justice Training Center	DCC200207	same	
Principles of Integrated Dispatch	8	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200110	Lucille Canary, Account Executive	(203) 245-8911
Professional Dispatchers	14	Dr. Murlene E. McKinnon	(989) 362-9660
MACNLOW Associates	MNA200102	Denise Pinkerton	(989) 362-9660
Public Safety Dispatch	40	Barbara Thomas	(203) 245-8911
PowerPhone, Inc.	PWH200202	Meghan Bowers	(203) 245-8911
Stress Identification and Management	8	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200101	Lucille Canary, Account Executive	(203) 245-8911
Suicide Intervention	8	BJ Thomas, Curriculum Specialist	(203) 245-8911
PowerPhone, Inc.	PWH200103	Lucille Canary, Account Executive	(203) 245-8911

Specialized

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Title	Hours	Coordinator	Coordinator Phone
Agency	Course No.	Contact	Contact Phone
Communications Training Officer Basic Training	32	Joseph J. Yekulis, Jr.	(734) 475-3874
Yekulis Training & Consulting Services	YTC200102	same	
Communications Training Officer Course	24	Kathy Schatel	(386) 944-2483
APCO Institute, Inc.	APCO200202	Ann Russo	(386) 944-2482
EMD Instructor	40	Ann Russo	(386) 944-2482
APCO Institute, Inc.		Dana Raudebush	(386) 944-2484
Instructional Design for Trainers - Virtual Inst.	40	Ann Russo	(386) 944-2482
APCO Institute, Inc.	APCO200207		
Telecommunicator Instructor Course - Virtual Inst.	40	Ann Russo	(386) 944-2482
APCO Institute, Inc.	APCO200208		

Management

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Title	Hours	Coordinator	Coordinator Phone
Agency	Course No.	Contact	Contact Phone
Commanding Critical Incident Survival	7	Dr. Murlene McKinnon	(989) 362-9669
MACNLOW Associates	MNA200305	Julie Christensen	
Counseling and Discipline/Supervision	7	Dr. Murlene E. McKinnon	(989) 362-9660
MACNLOW Associates	MNA200301	Julie Christensen	
Crisis Communications During Homeland Security/Critical Incidents/Homeland Security	5	Dr. Murlene McKinnon	(989) 362-9660
MACNLOW Associates	MNA200306	Julie Christensen	
EFD-Q	16	Jon Stones	(801) 363-9127
Priority Dispatch			
EMD-Q	16	Jon Stones	(801) 363-9127
Priority Dispatch			
Interviewing Techniques for Managers	14	G. H. Skinner	(517) 484-9112
Criminal Justice Management Institute	CJI200301		
Introduction to Management	21	G. H. Skinner	(517) 484-9112
Criminal Justice Management Institute	CJT200203		

Management	ETSC Dispatcher Training Fund Approved In-Service Training Courses		
Title	Hours	Coordinator	Coordinator Phone
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Leadership Challenges: Directors, Managers, Supervisors of Telecommunicators

7

Audrey Martini

(517) 355-9648

Michigan State University School of Criminal Justice

MSUSCJ200316

Jane White

(517) 355-9648

Leadership Development

36

Sergeant Chris Pascoe

(517) 322-5585

Michigan State Police/Training Division

MSP200216

SAME

Legal Issues Effecting 911 Centers

7

Harriet Miller-Brown

(269) 673-5968

Michigan Communication Directors Association

MCDA200301

William L. Charon

(616) 522-0911

Liability Issues for Public Safety Telecommunications - Virtual Institute

8

Ann Russo

(386) 944-2482

APCO Institute, Inc.

APCO200303

Liability Issues for Public Safety Telecommunications Seminar

8

Ann Russo

(386) 944-2482

APCO Institute, Inc.

APCO200304

Management of the Communication Center

16

JoAnne Hollmann

(920) 731-8961

Pro Telcomm, Inc.

PTCI200301

same

Management	ETSC Dispatcher Training Fund Approved In-Service Training Courses		
Title Agency	Hours Course No.	Coordinator Contact	Coordinator Phone Contact Phone
Managing Generational Differences Jackson County 911 Center	8 JC0200201	Sergeant Charles Adams	(517) 841-2947
Managing Generational Differences Lewis G. Bender	8 LGB200301	Lewis Bender same	(231) 797-5536
PSAP Personnel Management - Virtual Institute APCO Institute, Inc.	40	Ann Russo	(386) 944-2482
Selection of 911 Communications Personnel MCDA	4 MCDA200201	Susan F. Cuevas same	(248) 827-0677
Supervising the Communications Training & Evaluation Process Yekulis Training & Consulting Services	32 YTC200103	Joseph J. Yekulis, Jr. same	(734) 475-3874

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Supervisory			
Title	Hours	Coordinator	Coordinator Phone
Agency	Course No.	Contact	Contact Phone
Achieving Supervisory Excellence	24	Dr. Murlene E. McKinnon	(989) 362-9660
MACNLOW Associates	MNA200206	Denise Pinkerton	(989) 362-9660
Advanced Supervision	24	Dr. Murlene E. McKinnon	(989) 362-9660
MACNLOW Associates	MNA200302	Julie Christensen	
Communications Center Supervisor/Virtual Institute	24	Ann Russo	(386) 944-2482
APCO Institute, Inc.	APCO200302		
Establishing or Enhancing on a Telecommunication Training Program	16	JoAnne Hollmann	(920) 731-8961
Pro Telcomm, Inc.	PTCI200303	same	
Handling Discipline	14	G.H. Skinner	(517) 484-9112
Criminal Justice Management Institute		same	
Practical Supervision	24	Joseph W. Johnson	(407) 933-4115
JJ Training, Inc.	JKL200301		
Supervisor Development (People Skills)	36	Sergeant Chris Pascoe	(517) 322-5585
Michigan State Police/Training Division	MSP200215	same	

Supervisory	ETSC Dispatcher Training Fund Approved In-Service Training Courses		
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Title	Hours	Coordinator	Coordinator Phone
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Use of Supervisory Principles in the Communication Center	16	JoAnne Hollmann	(920) 731-8961
Pro Telcomm, Inc.	PTCI200302	same	
